IN THE CLAIMS

1-20   (Canceled)

21.   (Currently Amended) An automatic call distribution system, wherein calls are

assigned to lines of different communication types, the automatic call distribution system

comprising:

> a browser database allowing a customer to view web pages;
>
> a plurality of agent computer systems for communicating with a customer; and
>
> a control system for assigning a call to an agent computer system from the
>
>> plurality of agent computer systems by taking into account which web
>>
>> pages the customer has viewed and a number of calls ~~associated with the~~
>>
>> ~~viewed web pages~~ that have been currently assigned to the agent computer
>>
>> system.

22.   (Previously Presented) The automatic call distribution system of claim 21, further

comprising:

> a database having records of agent efficiency with respect to two or more
>
>> communication types; and
>
> the control system including a process for using the database information to assign
>
>> a call to an agent.

23.   (Canceled)

24.   (Previously Presented) The automatic call distribution system of claim 21, further comprising:

a performance tracker for tracking an agent's performance with respect to

handling telephone and network calls.

25.   (Original) The automatic call distribution system of claim 24, wherein the performance tracker also takes into account whether the agent had multiple lines allocated to the agent.

26.   (Original) The automatic call distribution system of claim 24, wherein the performance tracker tracks the performance of a team of two or more agents.

27.   (Original) The automatic call distribution system of claim 24, wherein the tracking is performed with respect to specific tasks.

28-50   (Canceled)